

# LOUISIANA HEALTHCARE CONNECTIONS

Louisiana Medicaid Managed Care Non-Compliance Actions  
January 1, 2020 to Present

Tracking Number	Failed Deliverable or Non-Compliance with Contract Requirements	Notice of Action	Deadline to Cure	Notice of Monetary Penalty	Monetary Penalty Amount	Dispute or Appeal	Responses or Related Correspondence	Closure Date
LHC2-27	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			<a href="#">1/10/2020</a>	\$50,000			
LHC2-29	[Quality Management] Failure to demonstrate full compliance in an external quality review.	<a href="#">2/14/2020</a>						<a href="#">7/31/2020</a>
LHC2-31	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.	<a href="#">2/24/2020</a>		<a href="#">11/18/2020</a> <a href="#">3/18/2021</a> <a href="#">3/25/2021</a> <a href="#">4/9/2021</a> <a href="#">5/25/2021</a> <a href="#">6/3/2021</a> <a href="#">7/2/2021</a> <a href="#">7/30/2021</a> <a href="#">9/17/2021</a>	\$10,000 \$20,000 \$5,000 \$5,000 \$35,000 \$10,000 \$10,000 \$40,000 \$10,000			
LHC2-32	[Claims and Encounter Management] Failure to update coding for prescription drugs on the preferred drug list per LDH directive.	<a href="#">7/23/2020</a>						
LHC2-33	[Services and Benefits] Inappropriate use of non-emergency ambulance transportation (NEAT) and failure to maintain an adequate transportation network.	<a href="#">9/4/2020</a>		<a href="#">5/28/2021</a>	\$1339.38			
LHC2-34	[Claims and Encounter Management] Failure to incorporate DUR initiatives as directed by LDH.	<a href="#">9/14/2020</a>					MCO Response: <a href="#">10/12/2020</a>	

<b>LHC2-35</b>	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			<a href="#">10/16/2020</a>	\$50,000			
<b>LHC2-36</b>	[Services and Benefits] Failure to properly maintain NEMT and NEAT records in an electronic format.	<a href="#">11/18/2020</a>					MCO Response: <a href="#">12/2/2020</a>	
<b>LHC2-37</b>	[Services and Benefits] Failure to provide timely medically necessary NEMT for members.	<a href="#">12/2/2020</a>						
<b>LHC2-38</b>	[Claims and Encounter Management] Failure to update rates paid to NEMT providers per the NEMT fee schedule.			<a href="#">12/29/2020</a>	\$390,000		MCO Response: <a href="#">1/11/2021</a>	
<b>LHC2-39</b>	[Claims and Encounter Management] Failure to properly identify prescription drug claims.	<a href="#">2/3/2021</a>						<a href="#">5/24/2021</a>
<b>LHC2-40</b>	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	<a href="#">2/4/2021</a>						
<b>LHC2-41</b>	[Services and Benefits] Failure to conduct assessments for members with special health care needs.	<a href="#">2/10/2021</a>						
<b>LHC2-42</b>	[Claims and Encounter Management] Failure to properly identify value added benefit NEMT encounters.	<a href="#">2/26/2021</a>						
<b>LHC2-43</b>	[Program Integrity] Failure to Timely Void Encounters - FWA	<a href="#">3/10/2021</a>						
<b>LHC2-44</b>	[Claims and Encounters] Failure to Implement Pharmacy Diagnosis Codes	<a href="#">3/17/2021</a>						
<b>LHC2-45</b>	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of	<a href="#">4/27/2021</a>						

	at least 75% or 50% with 2% improvement.							
<b>LHC2-46</b>	[Services and Benefits] Use of TNCs to provide non-emergency medical transportation in contravention of LDH policy.			<a href="#">5/26/2021</a>	\$820,000			
<b>LHC2-47</b>	[Claims and Encounters] Failure to meet prior authorization requirements.			<a href="#">9/22/2021</a>	\$5,000			
<b>LHC2-48</b>	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			<a href="#">9/29/2021</a>		<a href="#">10/8/2021</a>	<a href="#">10/25/2021</a>	
<b>LHC2-49</b>	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			<a href="#">10/6/2021</a>	\$50,000			
<b>LHC2-50</b>	[Quality Management] Failure to demonstrate full compliance in an external quality review.	<a href="#">10/15/2021</a>						

*Note: Blank cells represent fields that are not applicable as of publication.*

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